

City of Muskego Position Description

Name:		Department:	Library		
Position Title:	Circulation Supervisor	Pay Grade:	15	FLSA:	N
Date:		Reports To:	Library Director		

Category D – Position V (Position Classifications for Wisconsin Public Libraries, 4th Edition)

Purpose of Position

Under the supervision of the Library Director, the Circulation Supervisor is responsible for the efficient operation of the Circulation Services Department, and the supervision of library assistants and library shelvers assigned to circulation.

Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Hires, trains, schedules, directs, and evaluates the work of persons in support staff positions.
- Plans, organizes, and conducts library services and displays in circulation.
- Participates as part of the leadership team with strategic and action planning.
- Acts as person-in-charge of facility when designated.
- Manages the local operation of the ILS circulation system.
- Serves as the library's representative on the system circulation committee.
- Assists library users at the circulation service desk.
- Supervises the maintenance of order in the library's stacks and the appearance of the circulating collection.
- Assists in the updating of library procedures; collects and organizes statistics.
- Assists patrons in using self-check and trouble shoots technical issues.
- Answers directional questions and refers patrons to appropriate personnel.
- Writes instructions and trains staff on changes in circulation procedures.
- Performs light tidying, organizing, and cleaning.
- Performs other duties as assigned.

Knowledge and Abilities

- Ability to direct and supervise the work of others.
- Ability to effectively present information and respond to questions from patrons and staff.
- Ability to maintain confidentiality of library patron information.
- Ability to gather statistics, analyze information, and write reports.
- Ability to use computer software such as office suite, ILS, library catalog, and databases.
- Ability to operate office equipment, such as printers, copiers, scanning, and faxing.
- Ability to understand library policies and procedures and apply them to library operations.
- Ability to organize and maintain physical and computerized files.
- Ability to work independently, organize and prioritize work, manage time responsibly, respond to varied/changing work demands, and make decisions as required.
- Ability to comprehend and effectively follow instructions.
- Ability to deal with abstract and concrete variables.
- Considerable knowledge of library operations, services, and materials.
- Ability to travel to meetings outside the library.
- Good communication skills, with the ability to clearly and effectively communicate via email, phone, and face-to-face.

Circulation Supervisor

- Good interpersonal skills, customer service, and ability to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisors.
- Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.

Physical Demands of the Position

- Bending, twisting, and reaching.
- Climbing: ascending and descending short footstool.
- Far vision at 20 feet or further; near vision at 20 inches or less.
- Typing, writing, filing, and sorting.
- Processing, picking up, and shelving library materials including books, kits, and media.
- Lifting and carrying 50 pounds or less.
- Pushing and pulling objects weighing up to 300-400 pounds on wheels.
- Sitting, standing, walking, stooping, kneeling, and crouching.
- Talking and hearing; use of the telephone.

Environmental Adaptability

Ability to work under safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use and light repetitive lifting poses a risk of injury.

Mental Requirements

- Analytical skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- Creative decision-making: effectively evaluate or make independent decisions based upon experience, knowledge, and/or training.
- Ability to calculate basic arithmetic problems without the aid of a calculator.
- Planning and organization skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
- Problem-solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.

Environmental and Working Conditions

- Primarily an inside work environment.
- Evening and weekend hours required.

Education and Experience

- Bachelor's degree or equivalent, or significant experience working in a library.
- Management and supervisory responsibility or three years of progressively more responsible library experience.

The City of Muskego is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Job offers are contingent upon a background check.

Employee's Signature

Supervisor's Signature

Date

Date

Approved by the Library Board – July, 2026